

Tuesdays with Tammy Nevada Libraries Forum
from
Nevada State Library, Archives and Public Records
10 a.m. - 11:00 a.m.
Tuesday
March 31, 2020

Notes

Attending: Tammy Westergard, Sulin Jones, Norma Fowler, Kathy Rush, NSLAPR; Liz Moore, NV State Archives; Jeff Scott, Joan Dalusung, Washoe County; Emily Reed, Washoe Law Library; Jessica Anderson, Humboldt County; Marcie Smedley, Henderson; Carol Lloyd, Churchill County; Amy Dodson, Douglas County; Kassie Antonucci, Elko County; Tod Colegrove, Carson City; Amy Geddes, Lyon County; Forrest Lewis, North Las Vegas; Kathy Brinkerhoff, Pershing County; Kimberly Diehm, Boulder City; Susan Wonderly, Pahrump; Jeanne Bleecker and Andrea Madziarek, Smoky Valley; Cyndi O, NV Library CoOp; Robbie Nickel, Elko County school and public libraries; Mary Schultz, UNR Medical Library; Lara Schott, Sierra NV College; Eric Walsh, Great Basin College; Ron Belbin, WNC; Maggie Farrell, UNLV; Pat Ragains, Nancy Schmidt, Jeanne Frasier Price, Kim Peterson, Dr. Tiffany Tyler-Garner, Randi Hunewill, SCLL members

Welcome: Tammy Westergard welcomed everyone and asked if they received the notes from last week's meeting. Tammy provided a brief update of the current status at NSLAPR with 85% of the staff teleworking and Mail Services continuing to be the most crucial function. She then directed attention to the question for the meeting – What are you doing to move programs, people, resources online and where's the friction? Summarized updates in "LIBRARY BY LIBRARY UPDATE" attached.



WHAT PEOPLE ARE THINKING RIGHT NOW



Strengths:

- Things are beginning to settle down
- Supporting staff is a priority during this stressful time
- Focus is now on libraries' online presence
- Providing instant digital cards is a valuable and popular service
- Promoting and providing digital services to staff and public using webpages, Facebook, and other social media
- Offering online Story Times using social media is either being done or explored by several libraries
- Connecting staff through virtual meetings



Struggles:

- Financial ramifications of shutdown – potential budget reductions
- Uncertainty over how to plan for reopening
- Providing distance learning to students who don't have online access
- Few staff working in building; how to find things for staff to do



Opportunities

- Improving the visibility of digital resources, databases and online offerings to the public.
- Improving and creating online storytelling programming and activities.
- Development of statewide professional library community.
- Create more professional development opportunities for staff.



Trends

- Increased use of content management systems such as Canvas
- Laptops and Chromebooks provided to students
- Higher use of digital resources in communities.
- Continuing communication between libraries across the state.
- Improvement in access and delivery of digital content.
- Improvement in professional development.

At close – washing our hands with love in our hearts! – Tammy



Next meeting – next Tuesday, April 7 at 10:00 am. –

Zoom link: <https://zoom.us/j/917283646>

LIBRARY UPDATES (due to time, not all libraries had a chance to speak)

Jeff Scott: Washoe County worked quickly to move resources online, and vendors such as Tumble Books and RBDigital are helping by making resources more freely available. The library just subscribed to the *New York Times* digital edition and will offer their first online storytime today on Facebook. Friction point – determining staff who can work from home and tasks they can do; also, patrons who insist on returning items and who leave crates of donations at closed libraries.

Carol Lloyd: gave a shout out to Washoe County for their online newsletter and has contacted Library Aware with hopes to do the same in Churchill County. Library had been moving toward providing more online services and is quickly ramping up to do more. Some staff are working from home if they have things they can do; all staff seem to be thinking things over and coming up with ideas. Volunteers are going to be doing online story time. Carol is starting to think about financial ramifications.

Marcie Smedley: Henderson's pandemic preparedness plan was approved by the library board during the first week of closure. All staff members are being paid and jobs preserved. Working closely with City on emergency planning. Focusing on online presence; have not done any online programs yet. Friction point – uncertainty over how to plan for reopening the library and thinking about the challenges.

Tammy Westergard: provided an update of Clark County School District from their website; teachers have contacted over 308,000 students; hotline for parents has been established and is active. Marcie added that the district has provided 46,000 Chromebooks to students as well as paper packets for students without internet access. Distance learning plans were approved, but there is still a question of how to serve students without access.

Tammy mentioned that Library Planning and Development is trying to understand teachers' needs and to link them with resources by looking at each school district. She asked if it would be helpful to have an overview. Marcie replied that it would be helpful to see examples of public libraries that are working with school districts. Tod Colegrove added that Carson City created over 600 library cards for a local elementary school so students could access the library's online resources.

Amy Dodson: Douglas County's staffing situation is similar to Washoe's; a few staff are coming in to work for a bit; a few are working from home; others are on administrative leave. Have also ramped up online resources and have had positive feedback through social media. They plan to use *Beanstack* to roll out a reading challenge for all ages next week and will begin online storytime soon. Friction point – economic challenge of being reliant on travel and entertainment industries; starting to look at the loss of revenue and adjusting projections.

Lara Schott: Spring break for Sierra Nevada College students was extended for an additional week and all classes were moved online for the remainder of the semester using Canvas. Students have engaged with online learning and seem pleased to have a connection. Library staff are updating LibGuides, sending weekly email to faculty, offering ILL. *DocuSeek* has lifted restrictions on documentaries so they can make those more readily available. Also referring students to online materials at their local public library.

Several expressed agreement about the benefits of online library cards. Tod Colegrove mentioned that the Carson City library saw a 60% increase in usage just before the library closed and stressed the importance of leveraging social media. Also mentioned that some libraries using 3D printers to make facemasks for healthcare workers.

Tammy Westergard: Tools such as Infinite Classroom and Canvas are being used by schools and academic institutions. Also outlined resources available through the State Library: Socrates; Lifelique which has made their online library available free of charge and provided files for 3D printing; NV Career Explorer; WhoFi which enables participating libraries to count usage of their wireless access; and Beanstack which facilitates management of reading programs. In addition, Teaching Books is a new statewide database that helps students better connect with and understand the books they're reading, and NCLab is an ongoing partner providing opportunities with coding. NLSAPR's website is being regularly updated and is a good resource for programming ideas and information on current topics.

Kathy Brinkerhoff: Pershing County is still checking out to people who call ahead for materials but is prepared to end it if it becomes necessary. They are sharing through social media and will hiring a half-time staff person if anyone is interested.

Sulin Jones: As LSTA Coordinator, will be doing a webinar on mini-grants on Thursday and encouraged everyone to think about how programming could be done differently if in-person attendance is not possible. Consider the possibilities for online summer reading programs and book clubs when thinking about your grant application. Jeff Scott added that Beanstack makes it possible to run reading challenges, but live programming may be an issue for summer reading.

Cyndi O: Followed up on a comment from Sulin about NV Reads by saying that, as CoOp Director, she has reached out to Overdrive to see if they will increase availability for the two NV Reads titles and will let everyone know what she finds out.

Sulin: Added that COVID-19 resources on the NSLAPR website <https://nsla.nv.gov/COVID19/librarians> include a link to a series of webinars from Gigabit Libraries *What is a Library if the Building is Closed?* that covered pertinent topics such as wifi access, virtual library services and considerations about circulating physical materials.

Update to this series from Gigabit Libraries: “Each Friday we'll reconvene to look back at what's happened that week as new experiences and reinvented service systems emerge toward answering this challenging question. Look for special speakers each week.”

<https://www.eventbrite.com/e/what-is-a-library-if-the-building-is-closed-on-fridays-tickets-101581270314>

Kim Peterson: Corrections works with eight local colleges and schools to provide educational opportunities for inmates, and currently six of the eight schools are delivering packets of learning materials to the gatehouse of the correctional facilities. Kim stressed the importance of education and learning opportunities while people are in prison, and once released, libraries have an important role to play in supporting them and reducing the chance that they will return to incarceration.

Maggie Farrell: UNLV moved 5,000 classes online during Spring Break so all classes are now remote instruction, and librarians are figuring out how to move more services online. They are providing electronic ILL but not lending or borrowing physical materials. Also working on Reserves and trying to find electronic substitutes for physical items. Hathi Trust is providing expanded access for member libraries which has helped significantly. The university also distributed laptops to students; all staff are working remotely, and they are beginning to work on budget reductions.

Dr. Tiffany Tyler-Garner: As DETR Director and SCLL member, thanked Tammy for her support of Mail Services and DETR in handling the unprecedented volume of mailings incurred by unemployment applications.

Tod Colegrove: Shout out to Forrest Lewis and Jeff Scott for their leadership of NLA during this time.

Closing: Possible topics for next week's meeting were presented – wi-fi, physical collections, digital resources, summer reading.

Links were provided to a couple of resources that might be helpful during this unsettled time:

When you want to explore how you're feeling:

That Discomfort You're Feeling is Grief - <https://hbr.org/2020/03/that-discomfort-youre-feeling-is-grief>

When you just need an escape:

Monterey Bay Aquarium webcams

<https://tmp.montereybayaquarium.org/animals-and-exhibits/live-web-cams>

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